

SIGN UP FOR THE CITY OF CARLSBAD'S AUTOMATIC PAYMENT SERVICE



Looking for an easier way to pay your water bill?

Many of our customers have asked for a more convenient and less time-consuming way to pay their city utility bill. In response to these requests, the City of Carlsbad offers you an

Automatic Payment Service.

Alleviate the hassle of writing a check each month, receiving past due notices or late fees, while helping reduce payment processing costs. And best of all, this service is free of charge!

Let the City and your bank do the
work for you!



HOW DOES AUTOMATIC PAYMENT SERVICE WORK?

Each billing period you will still receive your utility bill, just as you do now. The difference is, with the **Automatic Payment Service**, your bill is paid automatically from your checking account on the due date stated on the bill. You simply deduct the amount from your check register, and you're done. It's that easy!

The grace period you're given between the day you receive your bill and the day the amount due is deducted from your bank account gives you plenty of time to review your bill.

IMPORTANT NOTICE

If you have any questions regarding your bill, call us a **minimum of five business days prior to the due date**, so that we can adjust the amount being debited from your bank account, if necessary. If you contact us **less than 5 business days** prior to the due date and a correction is necessary, we cannot guarantee that the corrected amount will be debited in time. Therefore, you should review your bill for accuracy immediately upon receipt.

TO SIGN UP FOR AUTOMATIC PAYMENT SERVICE...

- Complete the application form to the right and enclose it along with...
- A blank check marked "**VOID**", and return them both with...
- A separate check payment for your current amount due and...
- The remittance portion of your bill...
...all in the envelope provided with your statement.

Please do not send a deposit slip. Allow three to four weeks for your **Automatic Payment Service** to be activated.

Once you have signed up, and the **Automatic Payment Service** is in effect for you, your utility billing statement will show a message stating that your bill will be automatically paid on the due date. Until that time, please continue to pay any bills you receive by your usual payment method.

**For more information, call
Utility Billing Services at
(760) 602-2420.**

**Office hours are
Monday - Thursday: 7:30 a.m. to 5:30 p.m.
Friday: 8:00 a.m. to 5:00 p.m.**

AUTOMATIC PAYMENT SERVICE APPLICATION

City of Carlsbad Finance Department
Utility Billing Services

Please sign me up for the City of Carlsbad's **Automatic Payment Service** for utility billing. I have enclosed: (1) the application, (2) a **voided check**, (3) a check for the current amount due, (4) the remittance portion of my current statement, and I have **signed** the application.

I understand that it will take approximately 2 billing cycles for the service to be activated.

I also understand that I must provide 30-day advanced, written notification to terminate this **Automatic Payment Service**.



Name (please print)

Service Address

Telephone (Day)

Telephone (Evening)

Account Number

Signature (required)

Date